

Amendments to the Claims:

This listing of claims will replace all prior versions and listing of claims in the above-identified application

Listing of Claims:

1 (Currently Amended). A method for providing ~~transactional service information business strategy recommendations~~ to a service provider ~~having at least one manager~~, the method comprising ~~the steps of~~:

- a. the service provider providing to an automated evaluation processor a unique transaction record ~~representative of a transaction involving the service provider, the evaluation processor for receiving evaluation data from the service provider and at least one service evaluator;~~
- b. the at least one service evaluator ~~directly contacting engaging in communication with the evaluation processor in order to provide or providing to the evaluation processor evaluation data specific to the transaction, the evaluation data containing a unique transaction identifier of the service provider relating to the unique transaction record;~~
- c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and ~~wherein the at least one manager retrieves the correlated transaction file from the evaluation processor.~~
- d. ~~providing at least one business strategy recommendation to the service provider based upon the correlated transaction file wherein the at least one business strategy recommendation identifies at least one recommended improvement strategy capable of being implemented by the service provider.~~

2 (Currently Amended). The method of claim 1 wherein the ~~step of the at least one service evaluator providing evaluation data and the step of the at least one~~

manager retrieving the correlated transaction file is interactive at least one business strategy recommendation is selected from among plural potential business strategy recommendations in accordance with parameters provided by the at least one service provider.

3 (Previously Amended). The method of claim 1 wherein the unique transaction record includes a unique service evaluator identifier of the at least one service evaluator.

4. Cancelled.

5 (Previously Amended). The method of claim 1 wherein the evaluation data includes the unique service evaluator identifier of the at least one service evaluator.

6 (Previously Amended). The method of claim 1 wherein the service provider has at least one employee and the unique transaction record includes a unique identifier of the at least one employee.

7 (Currently Amended). The method of claim 2 + wherein the correlated transaction file includes manager selected service provider information further including the at least one service provider providing to the evaluation processor the plural potential business strategy recommendations and thresholds for implementing each of the plural potential business strategy recommendations.

8 (Previously Amended). The method of claim 6 wherein the correlated transaction file includes an assessment of the performance of the at least one employee.

9 (Previously Amended). The method of claim 1 wherein the correlated transaction file is automatically transmitted to the service provider manager.

10 (Previously Amended). The method of claim 6 wherein the unique transaction record includes performance data of the at least one employee.

11 (Currently Amended). The method of claim 6 wherein the service provider has at least one manager and wherein the at least one manager directly accesses the correlated transaction file from the evaluation processor.

12 (Currently Amended). The method of claim 1 wherein the step of the service provider providing to the evaluation processor the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

13 (Previously Amended). The method of claim 1 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

14 (Previously Amended). The method of claim 13 wherein the inquiry/response system is automated.

15 (Original). The method of claim 14 wherein the automated inquiry response system is accessed by a telephone.

16 (Original). The method of claim 14 wherein the automated inquiry system is accessed by means of the Internet.

17 (Currently Amended). A method for providing ~~transactional service information business strategy recommendations~~ to a service provider having at least one manager, the method comprising the steps of:

a. the service provider providing to an automated evaluation processor a unique transaction record including a unique service evaluator identifier associated with at least one service evaluator, the evaluation processor for receiving evaluation data from the service provider and at least one service evaluator;

b. the at least one service evaluator directly contacting engaging in communication with the evaluation processor for providing in order to provide to the

evaluation processor evaluation data specific to the transaction, the evaluation data containing the unique service evaluator identifier and a unique transaction identifier of the service provider relating to the unique transaction record;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and

d. the at least one manager retrieving the correlated transaction file from the evaluation processor thereby enabling the at least one manager to evaluate the service provided by the service provider to the at least one service evaluator; and

e. providing at least one business strategy recommendation to the service provider based upon the correlated transaction file wherein the at least one business strategy recommendation identifies at least one recommended improvement strategy capable of being implemented by the service provider.

18 (Currently Amended). The method of claim 17 wherein the ~~step of the at least one service evaluator correlating evaluation data with the unique transaction record and the step of the at least one manager accessing the maintained correlated transaction file is performed interactively at least one business strategy recommendation is selected from among plural potential business strategy recommendations in accordance with parameters provided by the at least one service provider.~~

19. Cancelled.

20 (Previously Amended). The method of claim 17 wherein the service provider has at least one employee and the unique transaction record includes a unique identifier of the at least one employee.

21 (Previously Amended). The method of claim 17 wherein the correlated transaction file includes selected service provider information.

22 (Currently Amended). The method of claim 17 wherein the ~~step of the~~ evaluation processor maintaining the correlated transaction file for the at least one

manager includes ~~the step of~~ the service provider manager directly accessing the correlated transaction file.

23 (Previously Amended). The method of claim 20 wherein the correlated transaction file includes an assessment of the performance of the at least one employee with the service evaluator.

24 (Previously Amended). The method of claim 20 wherein the unique transaction record includes evaluation data of the at least one employee.

25 (Previously Amended). The method of claim 24 wherein the correlated transaction file includes an assessment of the performance of the at least one employee with the service evaluator.

26 (Currently Amended). The method of claim 17 wherein ~~the step of~~ the service provider providing to the evaluation processor the unique transaction record includes ~~the step of~~ the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

27 (Previously Amended). The method of claim 17 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

28 (Original). The method of claim 27 wherein the inquiry/response system is automated.

29 (Original). The method of claim 28 wherein the automated inquiry response system is accessed by a telephone.

30 (Original). The method of claim 28 wherein the automated inquiry system is accessed by means of the Internet.

31 (Currently Amended). A method for providing ~~transactional service information business strategy recommendations~~ to a service provider having at least one manager, the method comprising ~~the steps of~~:

- a. the service provider providing to an automated evaluation processor a unique transaction record representative of a transaction involving the service provider, the unique transaction record including unique identifiers of at least one service evaluator; and at least one employee of the service provider, and a unique transaction identifier of the service provider relating to the unique transaction record, the evaluation processor for obtaining evaluation data from the service provider and the at least one service evaluator;
- b. the at least one service evaluator directly contacting engaging in communication with the evaluation processor for providing in order to provide to the evaluation processor evaluation data specific to the transaction, the evaluation data containing the unique identifier of the at least one service evaluator and the unique transaction identifier of the service provider;
- c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and
- d. the service provider manager retrieving the correlated transaction file from the evaluation processor, thereby enabling the manager to assess the performance of the at least one employee with the service evaluator; and
- e. providing at least one business strategy recommendation to the service provider based upon the correlated transaction file wherein the at least one business strategy recommendation identifies at least one recommended improvement strategy capable of being implemented by the service provider.

32 (Currently Amended). The method of claim 31 wherein ~~the step of the evaluation processor receiving evaluation data from the at least one service evaluator and the step of the evaluation processor maintaining the correlated transaction file for the service provider manager is performed interactively at least one business strategy~~

recommendation is selected from among plural potential business strategy recommendations in accordance with parameters provided by the at least one service provider.

33 (Previously Amended). The method of claim 31 wherein the unique transactional record includes selected service provider-information.

34 (Currently Amended). The method of claim 31 wherein ~~the step of~~ the service provider providing a unique transaction record to the evaluation processor includes ~~the step of~~ the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

35 (Currently Amended). The method of claim 31 wherein ~~the step of~~ the at least one service evaluator providing evaluation data to the evaluation processor is by means of an inquiry/response system.

36 (Original). The method of claim 35 wherein the inquiry/response system is automated.

37 (Original). The method of claim 36 wherein the automated inquiry response system is accessed by a telephone.

38 (Original). The method of claim 36 wherein the automated inquiry system is accessed by means of the Internet.

39 (New). A method for providing business strategy recommendations to a service provider, the method comprising:

receiving, at an automated evaluation processor, transaction information representative of transactions involving the service provider and one or more service evaluators;

receiving, at the evaluation processor, evaluation data indicative of an evaluation of one or more of the transactions by at least one of the one or more service evaluators;

correlating, at the evaluation processor, the transaction information and the evaluation data to produce a correlated transaction file; and

providing, in accordance with parameters provided by the at least one service provider, at least one business strategy recommendation to the service provider based upon the correlated transaction file wherein the at least one business strategy recommendation identifies at least one recommended improvement strategy capable of being implemented by the service provider.

40 (New). The method of claim 39 wherein the at least one service provider provides to the evaluation processor a plurality of potential business strategy recommendations and thresholds for implementing the plurality of potential business strategy recommendations, wherein the business strategy recommendation is selected from among the plurality of potential business strategy recommendations.

41 (New). The method of claim 39 further including receiving, at the evaluation processor, a plurality of sets of potential business strategy recommendations respectively associated with a corresponding plurality of service providers.

42 (New). The method of claim 41 further including receiving, from at least one of the plurality of service providers, thresholds relating to implementation of the potential business strategy recommendations within at least one of the plurality of sets.

43 (New). The method of claim 39 further including generating a plurality of correlated transaction files and processing the plurality of correlated transaction files in connection with the providing of the at least one business strategy recommendation.

44 (New). A method for providing business strategy recommendations to a service provider, the method comprising:

receiving, at the automated evaluation processor, transaction information representative of transactions involving the service provider and one or more service

evaluators wherein the transaction information for the transactions is stored within corresponding transaction records;

receiving, at the evaluation processor, evaluation data from one of the one or more service evaluators wherein the evaluation data relates to a service provided by the service provider pursuant to one of the transactions;

matching, to the evaluation data, the one of the transaction records corresponding to the one of the transactions;

associating the evaluation data with transaction data extracted from the one of the transactions; and

providing at least one business strategy recommendation to the service provider based upon the evaluation data and the transaction data.

45 (New). The method of claim 44 wherein the at least one business strategy recommendation is provided in accordance with parameters provided by the at least one service provider, the at least one business strategy recommendation identifying at least one recommended improvement strategy capable of being implemented by the service provider.

46 (New). The method of claim 44 wherein the matching includes correlating a time period associated with the one of the transaction records with a time of entry of the evaluation data to the evaluation processor.

47 (New). The method of claim 44 wherein the service provider provides to the evaluation processor a plurality of potential business strategy recommendations and thresholds for implementing the plurality of potential business strategy recommendations, wherein the at least one business strategy recommendation is selected from among the plurality of potential business strategy recommendations.